

Job Description



Job Title:	Relief Manager
Reports to:	Retail Operations Manager
Location:	Working across all Bury Hospice retail sites.
Purpose of Role:	To cover the day-to-day running of both stores, delivering exceptional service with the aim of achieving optimum profit and maximising sales during periods of staff absence.
Hours:	Bank – Zero hours (weekends)

MAIN DUTIES & RESPONSIBILITIES

- To deliver customer care to the highest of standards at all times, leading by example
- To ensure stock levels are suitable to store requirements and that visual merchandising is to a high standard
- Ensuring all retail administrative processes, security (including cash handling/cashing up duties) and health and safety in the store adheres to Hospice procedures
- Work with the retail management to achieve financial targets
- To plan and organise activities within own role, including: sorting stock ,pricing, ticketing, rotation and presenting merchandise to the highest standards
- To effectively supervise a team of volunteers
- To complete all shop-related administration accurately, timely and in line with GDPR legislation using the agreed systems, e.g. weekly paperwork, emails etc.
- To fully comply with Hospice cash handling procedures including daily till reconciliation, banking and timely reporting and investigation of discrepancies.

ORGANISATIONAL RESPONSIBILITIES

- To adhere to all Bury Hospice standards, policies and procedures
- To take responsibility for own personal learning and development, and to support the learning and development of others and the organisation as a whole; a commitment to completing all training required and refreshing training as appropriate
- To conduct all work in a manner reflective of the organisational values and behaviours

- To comply with General Data Protection Regulation (GDPR); an understanding of and commitment to the appropriate handling of all confidential data
- To raise and escalate any safeguarding concerns appropriately and in accordance with Bury Hospice's Safeguarding Policy
- To implement Bury Hospice's Health & Safety policy, ensuring all duties are carried out using safe and appropriate working practices in adherence with statutory regulations and guidelines
- To protect service users, visitors, employees and volunteers by observing Infection Prevention and Control policies and procedures
- To embrace the organisational culture of volunteering and to understand the responsibilities of all employees in relation to role managing volunteers
- To organise your own work and to ensure that it is accurate, meeting all quality targets and required deadlines

This job description is not exhaustive and serves only to highlight the main requirements of the role. The line manager may stipulate other reasonable requirements; the job description will be reviewed regularly and may be subject to change.

Person Specification

It will be determined whether an applicant meets all of the required criteria from a combination of information provided during the initial application and interview process.

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	<ul style="list-style-type: none"> ● Good standard of education to GCSE Level (or equivalent) 	
SKILLS & EXPERIENCE	<ul style="list-style-type: none"> ● Retail experience ● IT literate (an ability to use emails, internet and organisational operating systems) ● Good level of numeracy and experience of cash handling ● An understanding of data protection and the meaning of confidentiality ● Excellent communication skills; an ability to communicate effectively face-to-face, over the phone and through email ● Able to supervise a team of volunteers 	<ul style="list-style-type: none"> ● Knowledge and understanding of Trading Standards requirements ● Knowledge of Health & Safety requirements
PERSONAL ATTRIBUTES & QUALITIES	<ul style="list-style-type: none"> ● Ability to work as part of a team, as well as a confidence to use own initiative and work independently ● Organised approach to work and an ability to adapt in order to meet deadlines and changing demands of workload ● Commitment to and understanding of equal opportunities ● Passion for the ethos of Bury Hospice, with demonstrated interest and enthusiasm of the vision and values of the organisation 	

	<ul style="list-style-type: none">● Ability to work flexibly to meet operational needs● Able to move and handle heavy objects (furniture) involving lifting, carrying, pushing and pulling and physical moving when required	
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PRE-EMPLOYMENT CHECK

Upon offer of employment this post will be subject to satisfactory references.